



Musicians Pro Academy Policies and Procedures 2025

WELCOME!

Welcome to Musicians Pro Academy (MPA)! We want your experience to be awesome! Below are important policies that may affect you or your child during your time at MPA; we want you to be aware of them. Our staff always is available to address questions or concerns. If you need further assistance, please do not hesitate to contact Student Services at 479-935-3711 or musiciansproacademy@gmail.com.

STUDENT CODE OF CONDUCT

As an MPA student, you or your family are a representation of our school community. We understand kids will be kids sometimes and that's a good thing! That said, there are a few necessary guidelines all of our students follow. We are always respectful of people and others property, we always try our best, and our students know our motto that in playing music and life, "attitude is EVERYTHING!" We also know that a lot of what we end up teaching as music teachers isn't always notes on pages, reading music or being the "best" musician. "The world is full of great musicians, it doesn't need anymore of them. The world needs more great people" - Victor Wooten - Legendary Bassist (Bela Fleck and the Flecktones)

We believe our students at MPA represent exactly that and demonstrate it in every lesson with all of the effort and hard work they put in to become a great musician and person! Simply put, MPA Students ROCK!

All of MPA students are required to abide by our code of conduct. There is a zero-tolerance policy at MPA for cursing, misbehavior, blasphemy, rough-housing, damaging or roughness with instruments, etc. during lessons. We also have an absolute zero-tolerance policy for bullying of any nature. Your instructor reserves the right to end immediately any lesson where our code of conduct is not adhered. Any behavior issues or code of conduct problems will be addressed by instructors to management and parents/students immediately.

CHILD SAFETY

To ensure your child's safety, please be sure to pick him/her up promptly after class/lesson time. Faculty and staff are not responsible for supervising children outside of designated teaching time. All accompanying children must be under your supervision while at MPA.

REGISTRATION

A Registration fee of 35.00 will be applied to the customers account upon scheduling the first lesson. Registration is Non-refundable and is due to secure initial first lesson. Registration fee is applied for each registered student.

FLAT RATE TUITION:

Our flat monthly lesson rate is designed to simplify your budgeting with consistent payments every month, regardless of the number of lessons. Scheduled holidays, occasional weather closures, a number of makeup lessons, and 5-week lesson months (which count toward occasional missed lessons) are all pre-calculated into this rate. Those 5-week months add up to 4-5 extra lessons per year, ensuring you get more value without any added cost. This system not only keeps things fair and predictable but also helps us maintain affordable prices, so you can enjoy your musical journey without the stress of fluctuating bills or complicated scheduling.

PRORATION AND DISCOUNTS: MPA does not offer prorated or discounted lessons except when a student may begin their lessons in the middle of a calendar month. Prorated lessons are not eligible for discounts.

In the event MPA approves a proration, the prorated lesson rates are charged as \$40.00 per student/per attended lesson for that month. Monthly administrative fees will apply. Prorations cannot be given for the “5th” consecutive lesson in a monthly cycle nor in lieu of designated makeup lessons. Prorated scheduling/billing is at the sole discretion of MPA.

GROUP CLASSES AND MPA HOMESCHOOL GROUP CLASSES

All group classes and “homeschool” classes are charged a flat monthly rate regardless of attendance. If enrollment in a class falls below six students (except where otherwise noted), MPA reserves the right to cancel the course or to offer the class with an adjusted tuition rate, duration, and/or number of sessions. If a class is permanently cancelled, refunds will be issued no more than 30 business days after cancellation.

PAYMENT

All payments are due on the 1st day of a student’s first monthly lesson. Payments can be made online or in person at the student’s first monthly lesson. There is a grace period before an account becomes delinquent. If payment has not been received by the 10th day of the month, a \$35 late payment fee will automatically be applied to the student’s account and the account balance will be due immediately. Lessons will automatically be suspended until payment is made.

MPA offers many methods for payment, including our automatic payment system. Automatic payments are processed on the 1st of each month. Participants in the auto-payment program must maintain a valid card on file. If a card is declined, the full payment amount will be due immediately to avoid lesson suspension. Additionally, a \$35 chargeback fee will be applied to the next month’s billing cycle to cover processing costs associated with the declined transaction.

Following 2 consecutive months of late/delinquent payments, accounts will be required to be put on auto-pay to continue lessons and will be required to keep a valid card on file in the Student Portal. MPA reserves the right to suspend or discontinue instruction of any student who is delinquent in fulfilling his/her financial obligations at any time.

If you experience any problems paying your invoice online please contact Student Services immediately (479-935-3711) and we will do our very best to help make the process as easy as possible.

LESSONS POLICY

At Musicians Pro Academy (MPA), we are committed to providing a consistent, high-quality music education experience while prioritizing the safety and convenience of our students, instructors, and staff. Below is our comprehensive policy covering missed lessons, inclement weather, and scheduled holidays, designed to balance flexibility with added value.

INCLEMENT WEATHER POLICY

The safety of our community is paramount during inclement weather, government-mandated closures, or acts of God. Our weather policy ensures clarity and fairness.

Decisions to delay opening or close campuses are made independently but we do take into consideration all local school district actions regarding weather and monitor closely to ensure student and instructor safety.

Excused Closures:

MPA allows for 2 inclement weather-related closures per calendar year that may result in lesson cancellations. This is factored into our flat rate tuition.

Additional Closures: If inclement weather causes more than 2 closures in a calendar year, an automatic makeup credit will be issued to the student's account, redeemable within 30 days. Schedule via the Student Portal.

Communication: Closures or delayed openings will be announced via: Email and/or text notifications Posts on our Facebook page (<https://www.facebook.com/musiciansproacademy>). Other MPA communication channels. Confirm closures by contacting our office at **(479) 935-3711** (call or text).

Rescheduling: Reschedule within **30 days** via the Student Portal.

SCHEDULED HOLIDAYS

MPA observes the following holidays, during which all campuses are closed. School Closures are factored into our flat rate tuition:

- **July 4**
- **Memorial Day**
- **Thanksgiving Weekend:** Wednesday, Thursday, and Friday (to allow time for family travel).
- **Winter Holiday Break:** Typically the last two weeks of December (exact dates confirmed annually).

Additional Notes

Makeup lessons for weather-related closures or instructor absences are subject to instructor availability and require MPA management approval. Students are encouraged to use the Student Portal for all makeup lesson arrangements.

CANCELLED/RESCHEDULED LESSONS

When you enroll at MPA, we reserve a dedicated weekly lesson time for you or your child, ensuring personalized instruction. This reserved time makes last-minute cancellations challenging to fill. To support student progress and fairness, we have implemented the following missed lesson policy:

5-Week Billing Cycles:

Our billing structure includes 5-week months, providing additional lesson time at no extra cost. These extra weeks maximize learning and serve as makeup lessons for students who have exhausted their excused absence credits. Students with perfect attendance benefit from approximately 4–5 additional lessons per year, equivalent to an extra month of instruction at no additional charge.

Excused Absences and Makeup Credits:

Each student is entitled to 2 excused absences per semester (January–April, May–August, September–December). To qualify for an excused absence, cancellations must be made at least 72 hours prior to the scheduled lesson through the Student Portal, where all scheduling and cancellations can be managed by your family.

Excused absences result in a **makeup credit**, redeemable within **30 days** of issuance for a rescheduled lesson. Expired credits are not redeemable for refunds, prorations, or future credits. Makeup lessons are subject to instructor availability and must be coordinated via the Student Portal. Missed makeup lessons cannot be rescheduled or credited.

Unexcused Absences:

Lessons canceled with less than 72 hours' notice or "no call, no show" absences do not qualify for makeup credits, refunds, or prorations. MPA does not offer refunds, prorations, or

compensatory lessons for absences due to school conflicts, vacation travel, or last-minute cancellations, and is accounted for in our flat-rate billing structure and 5 week lesson months.

Instructor Absences:

If an instructor cancels a lesson, a makeup credit will be issued. MPA reserves the right to assign a substitute instructor for and instructor emergency absence.

Makeup Lesson Scheduling: Students or guardians are responsible for scheduling makeup lessons through the Student Portal. If a scheduled makeup lesson conflicts with a new student's start date, MPA's administrator will reschedule it at a mutually convenient time. Makeup lessons credits require prior approval from MPA management. Instructors cannot issue credits, refunds, or prorations without management consent.

Why Attendance Matters: Consistent attendance drives musical progress. Students with excellent attendance progress significantly faster, and our 5-week cycles reward dedication with additional lessons. Students with inconsistent practice regimens or too many conflicting schedules tend to stall and lose interest. That said, we understand seasons bring changes and if you find your current lesson time is no longer working for you, never be afraid to reach out to our lesson coordinator at 479-935-3711 and let us see if we can help find a better lesson time to fit your new schedules.

WITHDRAWAL/REFUNDS

If you or your child want to withdraw from instruction, contact the MPA Lesson Coordinator. We ask you please give us a 14-day notice on your intent to withdraw. Refunds are based on the number of lessons/classes attended by the student, as follows. All refunds are subject to a \$35 administrative fee per student, plus any other non-refundable fees, if applicable. Makeup Credits are non-refundable. Refunds will be issued no more than 30 business days following receipt of the form.

- 100% refund or credit of tuition, if the form is submitted at least 48 hours before the first scheduled lesson/class; or
- 50% refund or credit of tuition, if the form is submitted at least 48 hours before the third scheduled lesson/class.

For assistance, contact the MPA Lesson Coordinator at **musiciansproacademy@gmail.com** or call/text **(479) 935-3711**. We are always here to support your musical journey in any way we can.

DISMISSAL

MPA reserves the right to dismiss any student due to frequent absences, inappropriate behavior, overdue tuition payments and/or parental or guardian or student noncompliance with MPA policies, or for any other reason.

NON-DISCRIMINATION POLICY

MPA complies with all applicable laws prohibiting discrimination in the conduct of its operations and programs.



Musicians Pro Academy
Policies and Procedures 2025

I, the undersigned, agree to adhere to the terms of the Musicians Pro Academy Policies and Procedures.

Name of Student

Additional Students if part of a family account:

Parent or Guardian Name: (please print)

Parent or Guardian Signature:

Date:

MPA PROMOTIONAL PHOTO AND VIDEO CONSENT

At Musicians Pro Academy, we love capturing the fun and progress of our students during lessons. These photos and videos might show up on our website, social media, or in other materials to spread the word about our school and to share what we're all about.

If you're an adult student, this applies to you. If you're a parent or guardian, this is about your family. Please let us know what you're comfortable with by marking [X] in one of these options below. We appreciate your consideration, will always respect your choice and are grateful for your willingness to be featured.

- [] I'm okay with photos and videos being used to promote the Academy.
- [] I'm fine with photos and videos being used, but please keep faces out of them.
- [] I'd prefer no photos or videos be used for promotion.